GOVERNMENT OF INDIA
URBAN DEVELOPMENT
LOK SABHA

UNSTARRED QUESTION NO:3270
ANSWERED ON:21.12.2004
CPWD CENTRES IN DELHI
Renge Patil Shri Tukaram Ganpatrao

Will the Minister of URBAN DEVELOPMENT be pleased to state:

(a) the number of CPWD service centres functioning in Delhi and the number of employees working therein;

(b) the officers responsible for monitoring the disposwal of complaints in service centres;

(c) whether the complaints have been received in regard to the improper functioning of these service centres during the last three years;

(d) if so, the numbers thereof; and

(e) the number of persons against whom action has been taken on the basis of the complaints received?

Answer

MINISTER OF PARLIAMENTARY AFFAIRS AND URBAN DEVELOPMENT (SHRI GHULAM NABI AZAD)

(a)to(e): 303 Service Centres are functioning in Delhi. 6732 employees work in these Centres. The desposal of complaints in service centres are monitored by JEs/AEs/EEs under the over all supervision of their senior officers. Complaints regarding delays in disposal of requests of the residents are received in service centres which are to be acted upon immediately along with remedial action. Efforts continue to be made for greater efficiency and better quality of service. No action has been taken against any employee on this account during the last three years.